

Practice Policies 06.2022

Core Counseling Services, LLC

4 N. Washington Street, 2nd Floor

Naperville, Illinois 60540

630.923.8556

PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS Please remember to cancel or reschedule 24 hours in advance. You will be responsible for the entire fee (\$165) if cancellation is less than 24 hours.

The standard meeting time for psychotherapy is 55 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 55-minute session needs to be discussed with the therapist in order for time to be scheduled in advance. Insurance restrictions may apply.

A \$25.00 service charge will be charged for any checks returned for any reason for special handling.

CANCELLATIONS, RE-SCHEDULED SESSIONS AND NO SHOWS WILL BE SUBJECT TO A FULL CHARGE (\$165) IF NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. Additionally, if you are late for a session, you may lose some of that session time.

INSURANCE AND FEES

Core Counseling Services, LLC (CSS) is an in-network provider with Blue Cross Blue Shield PPO and Blue Choice. Self-pay clients are also accepted. You are strongly encouraged to contact your insurance carrier before your session to understand any co-payments or costs for which you may be responsible. Co-pay and/or co-insurance is due at the time of service. Core Counseling Services, LLC will submit a claim to your insurance carrier for services rendered. If you do not have insurance or CCS is not in your insurance network, you are responsible to pay the fee in full at the time of services unless otherwise arranged with CCS. A statement can be provided for you to submit to your insurance carrier for reimbursement as outlined in your insurance policy. Payment to CCS may be made via cash, check, credit card, Stripe or SquareCash.

Individual therapy:

Initial assessment/intake (55 minutes) \$180

Psychotherapy session (55 minutes) \$165

Psychotherapy session (45 minutes) \$145

Psychotherapy session (30 minutes) \$80

Psychotherapy for crisis (55 minutes) \$200

Psychotherapy for crisis (each additional 30 minutes) \$100

Couples Therapy:

Initial assessment/intake (55 minutes) \$200

Psychotherapy session (55 minutes) \$185

Cancel less than 24 hours: Full session rate \$165

Initial phone consultation: Free

Phone contact under 15 minutes: Free

Phone contact over 15 minutes: \$50/30 minutes

Please be aware that invoices or statements not paid by the end of the month will be automatically charged to the credit card on file on the 30th of each month.

TELEPHONE ACCESSIBILITY

If you need to contact CCS between sessions, please leave a message on CCS voice mail. Therapists are often not immediately available; however, CCS will attempt to return your call within 24 hours except for weekends and holidays. If a true emergency situation arises, please call 911 or go to any local emergency room.

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, CCS or their therapists do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc.), as it may compromise your confidentiality and blur the boundaries of the therapeutic relationship. If you have questions, please address them with your therapist.

ELECTRONIC COMMUNICATION

Core Counseling Services, LLC cannot ensure the confidentiality of any form of communication through electronic media. If you prefer to communicate via email for issues regarding scheduling or cancellations, CCS will do so. While a therapist may try to return messages in a timely manner, immediate responses cannot be guaranteed and CCS requests that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies. Be aware that CCS does not communicate via text message unless otherwise agreed upon with your therapist.

Services by electronic means, including but not limited to telephone communication, the Internet, facsimile machines, and e-mail is considered telemedicine by the State of California. Under the California Telemedicine Act of 1996, telemedicine is broadly defined as the use of information technology to deliver medical services and information from one location to another. If you and your therapist chose to use

information technology for some or all of your treatment, you need to understand that: (1) You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled. (2) All existing confidentiality protections are equally applicable. (3) Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee. (4) Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent. (5) There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to therapy, better continuity of care, and reduction of lost work time and travel costs.

Effective therapy is often facilitated when the therapist gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. Therapists may make clinical assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in therapy services, potential risks include, but are not limited to the therapist's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the therapist not being aware of what he or she would consider important information, that you may not recognize as significant to present verbally the therapist.

MINORS

If you are a minor, your parents may be legally entitled to some information about your therapy. Core Counseling Services, LLC will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential. See CCS Informed Consent for more information.

DISABILITY

Currently, Core Counseling Services, LLC does not offer forensic psychiatry or functional assessment services. CCS can collaborate with a client's treating physician (usually a psychiatrist or a primary care physician) or other qualified mental health professionals in support of a client's disability claims; however, CCS does not complete the assessment or documentation requested by employers or government agencies.

TERMINATION

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. Core Counseling Services, LLC may terminate treatment after appropriate discussion with you and a termination process if your therapist determines that the psychotherapy is not being effectively used or if you are in default on payment. Core Counseling Services, LLC will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, CCS will provide you with a list of qualified psychotherapists to treat you. You may also choose someone on your own or from another referral source.

Should you fail to schedule an appointment for three consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, CCS will consider the professional relationship discontinued.

BY CLICKING ON THE CHECKBOX BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.